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31 January 2013

Dr Ron Ben-David  
Chairperson  
Essential Services Commission  
Level 37  
2 Lonsdale Street  
Melbourne 3000

Dear Dr Ben-David

**Reference: C/12/37632**

**Essential Services Commission (ESC) - Harmonisation of the Energy Retail Code and Guidelines with the National Energy Customer Framework.**

The Clean Energy Council (CEC) is pleased to comment on the Commission (ESC)'s Consultation Paper on *Harmonisation of the Energy Retail Code and Guidelines with the National Energy Customer Framework (NECF)*.

The CEC welcomes the ESC's commitment to secure an efficient and affordable regulatory regime for the energy sector in Victoria. The CEC would like to make the following comments on the Consultation Paper.

The CEC contends that consumers require more information and the right tools to make informed choices about the way they use electricity and the measures they can take to use it more efficiently. Access to easily interpretable information on their electricity consumption through information provided in energy bills, time-of-use smart meters with integrated in-home displays, web based customer portals and other similar innovations are vital to facilitate this. Any demand side action needs to be supported by a coordinated government and industry led education and information campaign to assist consumers to make informed choices about their electricity usage and the wider benefits to the energy market.

Consumers should be able to access their own raw historical and current data as well as aggregated data to allow them to monitor their own average electricity use and load profile including at times of peak demand and compare it to aggregated consumer segment load profiles. Campaigns that allow consumers to compare their consumption to other segments of the population such as the Target 155 water campaign in Victoria have been highly successful in encouraging consumers to take action to manage their consumption. The CEC advocates for

information such as energy consumption against benchmarks to be published on customer's bills as included in the National Energy Retail Rules (NERR) but also contends that the clause 25A should be retained in the Energy Retail Code (ERC). As consumers can be motivated by various factors, retaining the requirement to include greenhouse gas information on a customer's bills is beneficial and allows the consumer to be informed about the full benefits of clean energy, not just the monetary savings.

If you have any further questions please contact me via telephone on 03 9929 4100 or by email: [felicity@cleanenergycouncil.org.au](mailto:felicity@cleanenergycouncil.org.au)

Yours sincerely

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